

PUBLIC NOTICE
CUSTODIAL SERVICES FOR WEST DES MOINES CITY OFFICES
CITY OF WEST DES MOINES
DEPARTMENT OF PUBLIC WORKS

Sealed bids will be received by the City of West Des Moines, Iowa on or before 2:00 p.m., Central Time, on Wednesday, August 5, 2015, for the following:

Bid Item: Custodial Services for West Des Moines City Offices

Bidders shall submit their bids in a sealed envelope, plainly marked "Bid for West Des Moines City Offices Custodial Services."

Office of the City Clerk
City of West Des Moines
Suite 2B
4200 Mills Civic Parkway
West Des Moines, Iowa 50265-0320

Specifications may be secured at the Department of Public Works, 560 South 16th Street, West Des Moines, Iowa; by contacting Gary Rank, Facilities Manager, at 222-3480.

Unit price shall be final and the City reserves the right to accept or reject any or all bids on a per unit basis and waive irregularities and technicalities as determined to be in the best interest of said City.

A pre bid inspection of the building will be held on July 30, 2015, promptly at 9:00 AM at 4200 Mills Civic Parkway, The West Des Moines City Offices. All interested bidders are encouraged to attend for questions and answers about the facility. Inspection and tour of the building is not mandatory.

Published in the Des Moines Register, July 24, 2015.

REQUEST FOR BID

CUSTODIAL SERVICES FOR THE WEST DES MOINES CITY OFFICES

CITY OF WEST DES MOINES DEPARTMENT OF PUBLIC WORKS

The City of West Des Moines, Iowa, solicits interested firms to submit bids for custodial services for the City of West Des Moines City Offices.

Submittals, marked "Bid for West Des Moines City Offices Custodial Services" will be received no later than 2:00 p.m., Central Time, Wednesday, August 5, 2015 in:

Office of the City Clerk
City of West Des Moines
Suite 2B
4200 Mills Civic Parkway
West Des Moines, Iowa 50265-0320

BID PROCEDURE

Mark outside of envelope with bid subject, "Bid for West Des Moines City Offices Custodial Services."

Bids received after the announced time and date of receipt, by mail or otherwise, will be returned unopened. Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. The City of West Des Moines reserves the right to award in part or in whole or to reject any or all bids.

Any bid submitted MUST be signed by an individual authorized to bind the bidder. All bids submitted without such signature will be deemed non-responsive, and will not be acceptable.

If you desire not to quote on this bid, please forward your acknowledgment of NO BID SUBMITTED to the above address.

I. STATEMENT OF PROJECT

The intent and purpose of this Request for Bid is to establish a contract to provide custodial services.

II. SCOPE OF WORK

The Contractor shall furnish all labor, supervision, equipment, cleaning supplies, and materials required to maintain a clean, sanitary, and safe environment for City of West Des Moines City Offices.

III. PERFORMANCE REQUIREMENTS

A. Custodial Work Hours by Designated Area:

West Des Moines City offices - Sunday - Friday (6 times per week)

Between 9:15 p.m. - 6:00 a.m., Monday - Thursday

Between 5:15 p.m. Fridays and Sundays and

6:00 a.m. Saturdays and Mondays

Council Chambers - 1st Floor -

Sunday - Friday (6 times per week)

Between 9:15 p.m. and 6:00 a.m., Monday - Thursday

Between 5:15 p.m. Fridays and Sundays and

6:00 a.m. Saturdays and Mondays

(Meetings will occasionally last longer than the above starting times.

When this occurs, the cleaning service should wait until the meeting is over before cleaning these areas.)

B. Surfaces

Dust shall be removed and not scattered around the room. No feather dusters will be used. Surfaces shall be free from dust after dusting is completed.

C. Floors

All floors shall show no dust or dirt streaks and no dirt or dust shall be left behind and under furniture, pipes, benches, work tables, doors, corners or any other object that is not installed or securely fastened in place.

D. Trash

All trash removed from waste baskets/trash receptacles and other items specifically marked "trash" shall be removed from the building and placed in the designated containers outside of the building.

E. Products and Equipment

The Contractor shall not use any product, supplies, or equipment that are injurious or damaging to the surface to which they are applied or exposed. The Contractor shall be responsible for restoring/replacing any equipment/facilities, furniture, and floor covering, etc. so damaged.

IV. CONTRACTOR'S PERSONNEL

A. Supervisor:

1. The Contractor shall assign not less than one qualified supervisor to physically supervise the Contractor's employees and to ensure adherence to the cleaning schedule.
2. The Supervisor shall be responsible for all keys assigned to unlock spaces and for the security of the building.
3. The Supervisor shall be responsible for the conduct and performance of the Contractor's employees, and compliance with the following rules:
 - a) Contractor's employees appearing to be under the influence of alcohol or drugs shall not be permitted in the building.
 - b) No loud or boisterous conduct will be permitted.
 - c) Contractor's employees will not open desk drawers or cabinets at any time.
 - d) Contractor's employees are not to use or tamper with office machines, equipment, or agency employees' personal property at any time.
 - e) Contractor's employees are not to use agency telephones at any time.
 - f) Contractor's must have on file a photo ID for identification. This will be filed with the facilities manager. Any contractors' employee found to be in the listed facility without proper identification or having not filed their photo ID with the facilities manager will be removed from the location.
 - g) Prior to performing any work at City Hall, each person must be granted access to the facility by the City of West Des Moines Facilities Manager or designee.

To obtain approval for access to City Hall, the contractor must, at his own expense, conduct a state of residency and national fingerprint-based record check for each person who will be working at City Hall.

If a record of any kind exists, the contractor shall notify the Facilities Manager or designee in writing and access to City Hall for that individual shall be delayed pending review of the criminal history record information by the Facilities Manager or designee.

The Facilities Manager or designee shall make the final determination as to whether an individual will be granted access to City Hall to perform work under the contract. The Facilities Manager or designee will notify the contractor of his/her decision in writing.

Persons with felony conviction(s) will not be granted access to City Hall. If a person is a fugitive or has an active arrest warrant, access will not be granted. Persons with misdemeanor convictions may, at the sole discretion of the Facilities Manager or designee, be approved for access to City Hall to perform work under the contract.

The Contractor agrees to notify in writing the Facilities Manager or designee if any person granted access is subsequently arrested for or convicted of a crime. The Facilities Manager or designee may, at his/her sole discretion suspend or revoke access.

4. Cleaning supervisor will contact the City Manager's administrative secretary each week, to receive additional cleaning instructions.
5. Cleaning supervisor will review cleaning log book kept by the City Clerk to ensure cleaning needs are being met. Every entry made by West Des Moines staff will have an initialed response from the cleaning staff.
6. Cleaning supervisor will provide a weekly accounting of how many hours were spent cleaning the facility each day, and how many employees were assigned to cleaning duties on those days. This account should also include the time the supervisor expends at this facility.

B. Janitors:

1. The Contractor shall employ a sufficient number of experienced janitors to adequately perform all the specified duties and services. They shall become familiar with the schedule of cleaning within their assigned areas.
2. Unless agreed to in advance by the City and the Cleaning service, no less than two cleaning service employees should be cleaning the facility at any given time.
3. Cleaning service employees must be willing to provide a daily checklist of all areas cleaned -- if requested to do so by City staff.

V. CONTRACTOR FURNISHED EQUIPMENT AND SUPPLIES

A. Equipment

Space will be provided by the West Des Moines Public Library for all equipment supplied by the Contractor which remains on the job site during the life of the contract. The equipment must be maintained in good operating condition and in sufficient quantities to adequately perform all services, and available to the Contractor's employees at all times. All equipment must be OSHA certified and/or meet all OSHA requirements.

B. Supplies

All supplies furnished by the Contractor shall be made available for inspection and approval for use by the Facilities Manager. All supplies must be in properly labeled containers and have current SDS Sheets maintained on site. Sufficient supplies shall be maintained and stored in accordance with OSHA requirements on the job site at all times and made available to the Contractor's employees for use in performance of required services.

VI. LENGTH OF AGREEMENT

This Agreement shall be an annual Agreement commencing August 10, 2015, and ending August 10, 2016, inclusive. This Agreement may be renewed on an annual basis by written mutual consent of both the City and the Contractor.

This Agreement may be terminated for good cause, including failure to perform in accordance with Sections II, III, IV, V, VII, and VIII of this Agreement, by the City during the Agreement period subject to written notice being delivered by registered mail sent to the Contractor at the address reference on the Bid Form. The City reserves the right not to renew this contract at the end of the initial term or any subsequent term.

VII. INSURANCE REQUIREMENTS

City of West Des Moines requests that the contractor purchase and maintain in force such insurance as will protect himself and the City from claims which may arise out of or result from the execution of the work, whether such execution be by himself, his employees, agents, subcontractors or by anyone for whose acts any of them may be liable. The insurance coverage shall be such as to protect fully the City and the general public from any and all claims for injury and damage resulting by or from any actions on the part of the Consultant or his forces as enumerated above. The consultant shall furnish an original Certificate of Insurance naming the City as additional insured. Should any of the policies be canceled before the expiration date, the issuing company will mail 30 days written notice to the certificate holder.

The minimum limits of liability as required by the City of West Des Moines are as follows:

Commercial General Liability, Including Contractual	\$1,000,000
Worker's Compensation, Statutory With Employer's Liability	\$500,000
Automobile Liability	\$500,000
Fidelity Bond	\$50,000

VIII. FURTHER INFORMATION

- A. Mandatory Drug and Testing Programs. The Contractor certifies that all their employees who may perform safety sensitive functions for the City are included in a substance abuse program that meets the requirements of Federal Department of Transportation Drug and Alcohol Testing regulations, (Code of Federal Regulations, 49 C.F.R., Part 382 and Part 40).
- B. Right-to-Know Statement. The bidder certifies that, in accordance with the "Hazard Communication Rule", 29 C.F.R. 1910.120 (the "Right-to-Know" Law) and the State of Iowa "Hazardous Chemical Risk Right-to-Know" rule, employees exposed to materials on the worksite will be trained for the materials in use by the successful Contractor as part of the contract. Material Safety Data Sheets (MSDS) for City materials will be supplied to the successful Contractor upon request.
- C. ADA Statement. The City does not discriminate on the basis of disability. If you believe you have been discriminated against in any program or facility, you may file a complaint alleging the discrimination with the ADA Coordinator through the City Manager's office. The TDD line for the City of West Des Moines is 222-3334.
- D. FLSA Statement. "We hereby certify that these goods were produced in compliance with all applicable requirements of Sections 6, 7 and 12 of the Fair Labor Standards Act, as amended, and of regulations and orders to the United States Department of Labor issued under Section 14 thereof."
- E. Questions which may arise as a result of this Request for Bid of a technical/operational nature should be directed to: Department of Public Works, Gary Rank, Facilities Manager, phone: (515-222-3480).

IX. PROCESS AND EVALUATION CRITERIA

A. Process

Bidders are to submit written bids which present the bidders qualifications and understanding of the work to be performed. Bidders are requested to address each evaluation criterion in the order listed below and to be specific in presenting their qualifications. The bidder should provide all the information which they consider pertinent to its qualifications for the bid proposal

B. Evaluation Criteria

Evaluation criteria shall include but are not necessarily limited to the following:

1. Firm's approach to the work to be performed.

2. Qualifications and resumes of personnel who would be assigned to the City of

West Des Moines.

3. References from clients of similar size with the contract length noted. All clients must either be currently under contract or have been under contract within the last 24 months.
4. Number of years operating as a firm.
5. Cost of services.
6. State both the *average* number of man hours you would expect to expend each week in fulfilling the cleaning expectations as outlined in this contract, and the *minimum* number of man hours you would expect to expend in a week to meet this contract.

BID FORM
CUSTODIAL SERVICES FOR CITY OFFICES
CITY OF WEST DES MOINES
DEPARTMENT OF PUBLIC WORKS

We, the undersigned, hereby propose to provide custodial services and supplies for the City of West Des Moines City Offices at a cost of \$ _____/per month.

Date: _____

Authorized Signature: _____

Firm Name: _____

Address: _____

Telephone: _____

Contact Person: _____

CITY OF WEST DES MOINES DEPARTMENT OF PUBLIC WORKS				WEST DES MOINES CITY OFFICES 4200 MILLS CIVIC PARKWAY CLEANING SCHEDULE					
Cleaning Tasks	Per Week						Per Month		
	Sun	Mon	Tue	Wed	Thu	Fri	3X	2X	1X
General Cleaning									
1. Dusting/horizontal surfaces - eye level and below	Y	Y	Y	Y	Y	Y			
2. Spot clean desks	Y	Y	Y	Y	Y	Y			
3. Empty waste baskets	Y	Y	Y	Y	Y	Y			
4. Clean/sanitize drinking fountains	Y	Y	Y	Y	Y	Y			
5. Spot clean partition glass		Y				Y			
6. Clean entrance door glass	Y	Y	Y	Y	Y	Y			
7. Remove trash to appropriate dumpster	Y	Y	Y	Y	Y	Y			
8. Dust vertical surfaces of desks, files, chairs, partitions, etc.		Y		Y		Y			
9. Dust door framing		Y							
10. Dust mop boards		Y							
11. Clean push plates on doors		Y							
12. Clean kick plates on doors		Y							
13. Spot clean around light switches and normal wear areas		As Needed							
14. Dust wall hung articles									Y
15. Corian counter tops will be cleaned with an appropriate cleaning agent	Y	Y	Y	Y	Y	Y			
16. Clean entire desk tops, only if desk top is clear of all items									
17. Dust venetian blinds								Y	
18. Clean elevators complete		Y				Y			
19. Sweep or mop stairwells	Y	Y	Y	Y	Y	Y			
20. Dust and clean handrails, bannister, and supporting structure		Y			Y				
21. Vacuum	Y	Y	Y	Y	Y	Y			
Rest Rooms									
1. Clean and sanitize lavatories									

CITY OF WEST DES MOINES DEPARTMENT OF PUBLIC WORKS		WEST DES MOINES CITY OFFICES 4200 MILLS CIVIC PARKWAY CLEANING SCHEDULE							
Cleaning Tasks	Per Week						Per Month		
	Sun	Mon	Tue	Wed	Thu	Fri	3X	2X	1X
	Y	Y	Y	Y	Y	Y			
2. Clean and sanitize counter tops	Y	Y	Y	Y	Y	Y			
3. Clean and sanitize urinals/stools	Y	Y	Y	Y	Y	Y			
4. Polish all metal fittings		Y							
5. Clean mirrors and shelves		Y		Y		Y			
6. <u>Clean and fill all dispensers, including toilet paper, paper towels, soap, feminine napkins, and liners for diaper changing stations</u>	Y	Y	Y	Y	Y	Y			
7. Clean walls and partitions where soiled by daily use	Y	Y	Y	Y	Y	Y			
8. Clean and polish hand push plate or kick plate	Y	Y	Y	Y	Y	Y			
9. Sweep and mop	Y	Y	Y	Y	Y	Y			
Hard Surfaces									
1. Dust mop (sweep)	Y	Y	Y	Y	Y	Y			
2. Damp mop	Y	Y	Y	Y	Y	Y			
Staff Lounge/Meeting Rooms									
1. Wipe down tables, clean sink, counter top and coffee area	Y	Y	Y	Y	Y				
2. Empty trash. Liners will be replaced as needed in waste baskets.	Y	Y	Y	Y	Y				
3. Straighten chairs	Y	Y	Y	Y	Y				
Carpet									
1. Vacuum traffic areas	Y	Y	Y	Y	Y	Y			
2 Vacuum detail edge clean	Y	Y	Y	Y	Y	Y			

CITY OF WEST DES MOINES DEPARTMENT OF PUBLIC WORKS				WEST DES MOINES CITY OFFICES 4200 MILLS CIVIC PARKWAY CLEANING SCHEDULE					
Cleaning Tasks	Per Week						Per Month		
	Sun	Mon	Tue	Wed	Thu	Fri	3X	2X	1X
Miscellaneous Services									
1. Clean all sinks with approved cleanser	Y	Y	Y	Y	Y	Y			
2. Paper, cans and debris will be collected from the main entrances and dispose of in dumpster	Y	Y	Y	Y	Y	Y			
3. Remove trash from outside containers	Y	Y	Y	Y	Y	Y			
4. Check janitorial box	Y	Y	Y	Y	Y				
Closing Instructions									
1. Lock doors and windows	Y	Y	Y	Y	Y	Y			
2. Turn off lights (leave entry and outside on)	Y	Y	Y	Y	Y	Y			
3. Engage Security System	Y	Y	Y	Y	Y	Y			

ADDITIONAL GUIDELINES FOR CLEANING SCHEDULE

1. All cleaning (including spot cleaning) of surfaces would be done with either a damp cloth or an appropriate cleaning compound.
2. All surfaces from the floor to 6 feet, 6 inches high shall be dusted at least twice weekly. This dusting should either be done completely. The tops of all door frames, all shelving units, and all partitions will be dusted at least once a week. This includes any shelves above 6 feet, 6 inches in height. The cleaner is obligated to develop a schedule and a method to do this dusting that is acceptable to the West Des Moines Public Library.
3. All entryway mats and rugs will be vacuumed and/or shaken every week, except in winter when it should be done twice, or more if necessary. Under no circumstances should dirt and/or water be allowed to accumulate between the tiled floor and a rug.

BID LIST

CUSTODIAL SERVICES FOR WEST DES MOINES PUBLIC LIBRARY

CITY OF WEST DES MOINES DEPARTMENT OF PUBLIC WORKS

1. **Service Master**
Building Maintenance
7595 University Avenue
Clive, IA 50325
2. **Merritt Company**
2885 99th Street
Urbandale, IA 50322
3. **HKP Inc.**
350 NE Cardinal Ln.
Waukee, IA 50263
4. **A-1 Janitorial**
501 1st Street E
PO Box 35
Altoona, IA 50009
5. **K & M Janitorial Services, Inc.**
2525 Euclid Avenue
Des Moines, IA 50310
6. **Resource Service Solutions**
10912 Strang Line Rd.
Lenexa, KS 66215
Kristine Ward
7. **All Ways Best Cleaning Service**
1975 NW 92nd Ct
Clive, IA 50325
8. **Reliable Maintenance**
2525 Douglas Avenue
Des Moines, IA 50310
9. **Marsden Building Maintenance**
2801 Bell Avenue
Des Moines, Iowa 50321
10. **FBG Service Corp.**
1615 NE 58th Street
Des Moines, IA 50313
11. **Al Shelton**
Nationwide Office Care
Suite A
8364 Hickman Road
Clive, IA 50325
12. **Erin Hayes**
Cleaner Ways by Mrs. Hayes
brownidgirl75@live.com
13. **Corporate Cleaning of Iowa**
PO Box 701
Ankeny, IA 50021
Kim Heston or Cindy Osborne
14. **Caliber Cleaning**
PO Box 65888
West Des Moines, IA 50265
Attn: Deb